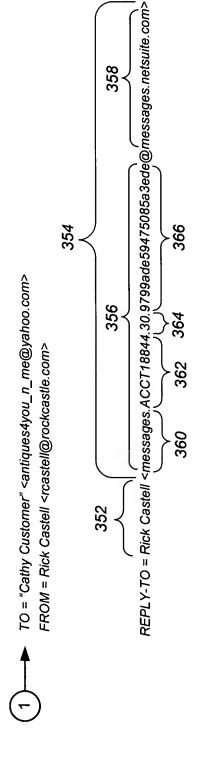


F/G. 3A



TO = Rick Castell <messages. ACCT18844.30.9799ade59475085a3ede@messages.netsuite.com> REPLY-TO = [don't care]FROM = [don't care]

REPLY-TO = "antiques4you_n_me@yahoo.com" <messages.ACCT18844.31.8e598ae234653d0e146e@messages.netsuite.com> FROM = antiques4you_n_me@yahoo.com TO = rcastell@rockcastle.com

TO = "antiques4you_n_me@yahoo.com" <messages.ACCT18844.31.8e598ae234653d0e146e@messages.netsuite.com> REPLY-TO = [don't care] FROM = [don't care]

FIG. 3B-1

REPLY-TO = Rick Castell <messages.ACCT18844.32.e82cfb0c32457768467f@messages.netsuite.com> TO = "Cathy Customer" <antiques4you_n_me@yahoo.com> FROM = Rick Castell <rastell@rockcastle.com>

TO = Rick Castell <messages.ACCT18844.32.e82cfb0c32457768467f@messages.netsuite.com> REPLY-TO = [don't care] FROM = [don't care]

REPLY-TO = "antiques4you_n_me@yahoo.com" <messages.ACCT18844.33.148e4cbffb39eddde676@messages.netsuite.com> FROM = antiques4you_n_me@yahoo.com TO = rcastell@rockcastle.com

TO = "antiques4you_n_me@yahoo.com" <messages.ACCT18844.33.148e4cbffb39eddde676@messages.netsuite.com> REPLY-TO = [don't care] FROM = [don't care] ω

REPLY-TO = Rick Castell <messages. ACCT18844.34.82fdca629d674ff79905@messages.netsuite.com> TO = "Cathy Customer" <antiques4you_n_me@yahoo.com> FROM = Rick Castell <rcastell@rockcastle.com> တ

FIG. 3B-2

	② Customer - NetSuite (Rock Castle Construction) - Microsoft Internet Explorer	
	File Edit View Favorites Tools Help Setas	Pr.
	Sian Out Help Global Search Go	(3)
	+ Home Transactions Lists Reports Setup Support Lists > Customers > Rock Castle Construction Rick Castell (Administrator)	به وميار به بدسا
102	New: Contact Task Call Event Note E-mail Opportunity Estimate Invoice Sales Order Cash Sale Case Job Subcustomer	
	Customer Antique Recyclers, Inc. ————————————————————————————————————	مد - بعد سالاتوام
	Customer is Inactive No Edit New Search Print Show Activity	
	General Address (Einandal Agoess Oustom)	
	Company Name Antique Recyclers, Inc. Sales Rep	av mene
	Category Commercial 406 Lead Source	
	815-364-3923	
	Fax Comments Great client who needs a new building addition/remodel. E-Mail antiques4vou n me@vahoo.com Type Default Date Created 2/23/2004	بسد إعدامي
	Web Address Unsubscribe No Image	
	Contacts Adjivities Notes Messages Opportunities Transactions Items Cases Files Campaigns 10bs/Subs	
	Contact Attach as S View Default 🖾	
	w Contact Attach Update Primary Customize View	-
408	Name / Job Title Phone E-mail Primary/Alternate	
)	Edit Cathy Customer Building Manager 650-464-8722 © antiques4you_n_me@yahoo.com Primary Remove	
		<u>(2)</u>
	Done Black	*::
		ı

F/G. 4

can be rec	E-mail Message - Microsoft Internet E-mail Message For more information on how replies to this e-mail message can be recompleted Recipients Message Attachments Template Update F Subject Thank you for choosing Rock Castle 88 your general contractor from your brilding addition/remodel. We will do everything we can to ensure your building addition/remodel. We will do everything we can to ensure your building addition/remodel process. Rick Castell Rick Castell	
E-mail Message - Microsoft Internet	Recipients Message Attachments Recipient Cathy Customer Select people to copy in this e-mail or add e-mail addr directly from the list below. Copy Others E-mail Add Insert Remov	

FIG. 5

sqnS/s		Files Remove	Remove
ns 20b		Туре	E-mail
Messages Opportunities Transactions Items Cases Files Campaigns Jobs/Subs		Subject	Rick Castell Cathy Customer Thank you for choosing Rock Castle !!
ortunities Transa	istory	To	Cathy Customer
Messages Opp	sh View History	From	Rick Castell
	h Refresh	ē	2/23/2004 11:20 pm
Contacts Activities Notes	il Attach	Date & Time	2/23/2004
•Contact	E-mail	View	View

F/G. 6

antiques4you_n_me@yahoo.com [Sign Out]	,	Mail Upgrades - Search Mail - Mail Options
Inbox		1% of 4.0MB used - <u>Get more space</u>
View: All Unread Flagged		Messages 1-1 of 1 First Previous Next Last
Delete Spam Mark ▼		Move to folder
Sender	Subject	Date V Size
Rick Castell	Thank you for choosing Rock Castle!!	Mon 02/23 2k
Check All - Clear All		

FIG. 7

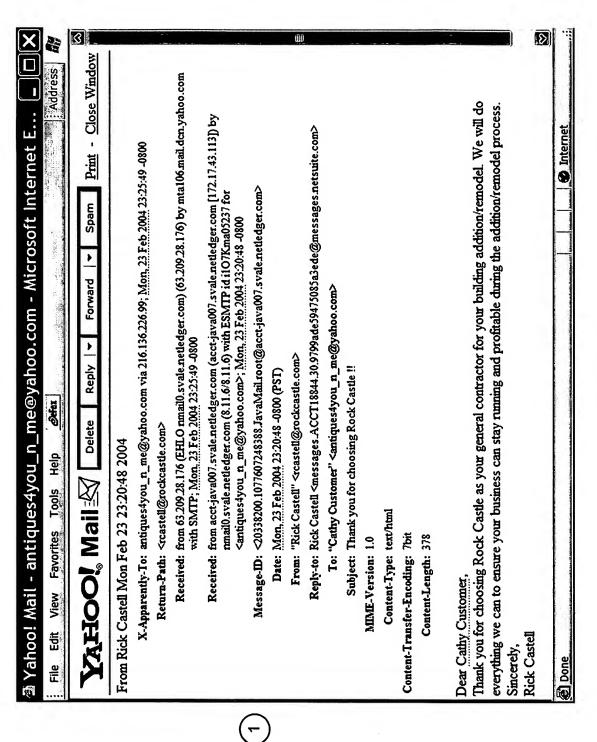


FIG. 8

Reply (Plai	Sraphics)	
Send	Save as a Draft Spell Check Cancel Save as a Draft Insert addresses or enter nicknames (separated by commas) [Enable AutoComplete o	ŏ
.el	$oxdot{ extbf{Lo}}$ Rick Castell <messages.acct18844.30.9799ade59475085a3ede<math>oldsymbol{ extstyle}messages.netsu$oldsymbol{ extstyle}$</messages.acct18844.30.9799ade59475085a3ede<math>	LE)
<u> </u>	Bec	
Subject: Re:	Subject Re: Thank you for choosing Rock Castle !!	
Attachments: [Attach Files	tach Files]	J_n_me@yahoo.com - Microsoft Inte
11 H H H H H H H H H H H H H H H H H H	Rick, Thank you for your message. I would like to choose my own flooring contractor, is this acceptable to Rock Castle construction? -Cathy Customer	elp Address A
	From Cathy Customer Tue Feb 24 00:14:20 2004	20 2004
	Received: from [68.164.79.248] by v	Received: from [68.164.79.248] by web20726.mail.yahoo.com via HTTP; Tue, 24 Feb 2004 00:14:20 PST
	Date: Tue, 24 Feb 2004 00:14:20 -0800 (PST) From: "Cathy Customer" From: "Cathy Customer" com	20 -0800 (PST) ues4vou n me@yahoo.com>
	Reply-to: GreatCathy <antiques4you_n_me@yahoo.com></antiques4you_n_me@yahoo.com>	
	Subject: Re: Thank you for choosing Rock Castle!!	ng Rock Castle !!
	In-Reph-To: <20338200.10776072483	In-Rephy-To: <20338200.1077607248388.JavaMail.root@acct-java007.svale.netledger.com>
	MIME-Version: 1.0	
	Content-Type: text/plain; charset=us-ascii	cii.
	Content-Length: 292	
	Thank you for your message. I	I would like to choose my
	n T	is acceptable to note
	-Cathy Customer	
	₽ Done	Ø Internet
	W	

F/G. 9

Rick Castell

```
by dove (EarthLink Mail Service) with ESMTP id laVxHS5kr3NZFmi0
  for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 00:14:20 -0800 (PST)
Received: from backend002.svale.netledger.com (backend002.svale.netledger.com [172.17.43.42])
by nmail0.svale.netledger.com (8.11.6/8.11.6) with ESMTP id i108EKa09292
  for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 00:14:20 -0800
Message-ID: <4726209.1077610460615.JavaMail.root@backend002.svale.netledger.com>
                                                                                                                                                                                                                                                                                                                                                                                                                                    From: antiques4you_n_me@yahoo.com
Reply-To: "antiques4you_n_me@yahoo.com"
<messages.ACCT18844.31.8e598ae234653d0e146e@messages.netsuite.com>
Return-Path: <antiques4you n me@yahoo.com>
Received: from nmail0.svale.netledger.com ([63.209.28.176])
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   I would like to choose my
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            Subject: Re: Thank you for choosing Rock Castle !!
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            Subject: Re: Thank you for choosing Rock Castle !!
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   Content-Transfer-Encoding: quoted-printable
                                                                                                                                                                                                                                                                                                                                                                            Date: Tue, 24 Feb 2004 00:14:20 -0800 (PST)
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          Sent: Tuesday, February 24, 2004 12:14 AM
To: rcastell@rockcastle.com
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    From: antiques4you_n_me@yahoo.com
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       Thank you for your message.
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  To: rcastell@rockcastle.com
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      Content-Type: text/plain
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            MIME-Version: 1.0
```

FIG. 10

own flooring contractor, is this acceptable to Rock

Castle construction?

-Cathy Customer

		ı
Sqi	Files Remove Remove Remove	
Ins Jobs/Su	Type Fil E-mail	
Messages Opportunities Tensactions Litems Cases Files Campaigns Lobs/Subs	Subject Re: Thank you for choosing Rock Castle !! Thank you for choosing Rock Castle !!	
ortunities Transa	Istory To Rick Castell Cathy Customer	
Messages Opp	omer	
-Contacts Activities Notes	Refr :14 am	
-Contact	View D	

FIG. 11

FIG. 12	4		X	messages.ACCT18844.31.8e598ae234653d0e146e@messages.netsuite.com
Microsoft Outlook - Flooring con [■] [X] Jie Edit View Insert Format Iools Actions Help Jie Send ① ② Options *	To antiques4you n me@yahoo.com Cc Subject: Flooring contractor policy	Hi Cathy, I am not sure about hiring third party flooring contractors. Are they	licensed? F-mail Properties Sincerely,	Rick Castell Email address: messages.AC

E-mail	iii Attach Rei Date & Time		story To	Subject	Туре	Files Remove
View	2/24/2004 1:05 am	Rick Castell	Cathy Customer	Flooring contractor policy	E-mail	Remove
View	2/24/2004 12:14 am	Cathy Customer	Rick Castell	Re: Thank you for choosing Rock Castle!!	E-mail	Remove
View	2/23/2004 11:20 pm	Rick Castell	Cathy Customer	Thank you for choosing Rock Castle !!	E-mail	Remove

FIG. 13

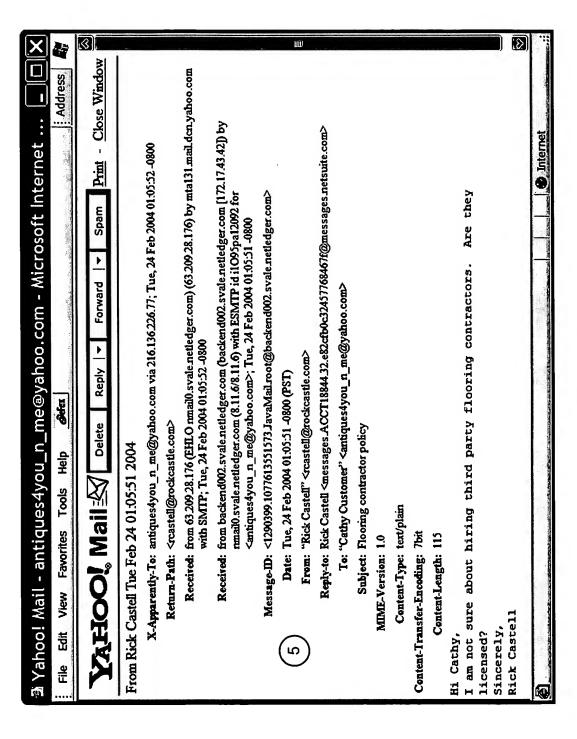


FIG. 14

Reply (Plain Color and Graphice)	
Send Save as a Draft Spell Check Cancel	
Insert addresses or enter nicknames (separated by commas) [Enable AutoCompleta o	
19: Rick Castell <messages.acct18844.32.e82cfb0c32457768467f@messages.netsuitd< td=""><td></td></messages.acct18844.32.e82cfb0c32457768467f@messages.netsuitd<>	
C.C. Beca	
Subject Re: Flooring contractor policy	
Attachments: [Attach Files]	ft Inter 🗖 🗖 🗶
Rick, Yes, they are fully licensed and insured.	Address 🗬
	Print - Close Window
From Cathy Customer Tue Feb 24 01:50:01 2004	
Received: from [68.164.79.248] by web20729.mail.yahoo.com via HTTP; Tue, 24 Feb 2004 01:50:01 PST	2004 01:50:01 PST
Date: Tue, 24 Feb 2004 01:50:01 -0800 (PST)	, til
(6) From: "Cathy Customer" <antiques4you_n_me@yahoo.com></antiques4you_n_me@yahoo.com>	
Reply-to: GreatCathy <antiques4you_n_me@yahoo.com></antiques4you_n_me@yahoo.com>	
Subject: Re: Flooring contractor policy	
To: "Rick Castell" <messages.acct18844.32.e82cfb0c32457768467f@messages.netsuite.com></messages.acct18844.32.e82cfb0c32457768467f@messages.netsuite.com>	
In-Rephy-To: <1290399.1077613551573.JavaMail.root@backend002.svale.netledger.com>	,
MIME-Version: 1.0	
Content-Type: text/plain; charset-us-ascii	
Content-Length: 377	
Rick	
Yes, they are fully licensed and insured.	
Best Regards	
Cathy Customer	
	Internet

F/G. 15



Rick Castell

```
Received: from nmailO.svale.netledger.com ([63.209.28.176])

Beceived: from nmailO.svale.netledger.com ([63.209.28.176])

by dove (EarthLink Mail Service) with ESMTP id lav2cu20s3NZFmiO

for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 01:50:02 -0800 (PST)

Received: from backend002.svale.netledger.com (backend002.svale.netledger.com [172.17.43.42])

by nmailO.svale.netledger.com (8.11.6/8.11.6) with ESMTP id i109o2al3515

for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 01:50:02 -0800

Message-ID: <29691953.1077616202285.JavaMail.root@backend002.svale.netledger.com>
Date: Tue, 24 Feb 2004 01:50:02 -0800 (PST)
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    <messages.ACCT18844.33.148e4cbffb39eddde6760messages.netsuite.com>
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     From: antiques4you_n_me@yahoo.com
Sent: Tuesday, February 24, 2004 1:50 AM
                                                                                                                                                                                                                                                                                                                                                                                                                                            From: antiques4you_n_me@yahoo.com
Reply-To: "antiques4you_n_me@yahoo.com"
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          Subject: Re: Flooring contractor policy
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      Subject: Re: Flooring contractor policy
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   Content-Transfer-Encoding: 7bit
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               To: rcastell@rockcastle.com
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                To: rcastell@rockcastle.com
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     Content-Type: text/plain
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       MIME-Version: 1.0
```

F/G. 16

Yes, they are fully licensed and insured. Best Regards

Cathy Customer

Rick,

E-mail	ail Attach Refres	resh View History	listory			
/iew	Date & Time	From		Subject	Туре	Files Remove
View	2/24/2004 1:50 am	Cathy Customer Rick Castell	Rick Castell	Re: Flooring contractor policy	E-mail	Кетоме
View	2/24/2004 1:05 am	Rick Castell	Rick Castell Cathy Customer	Flooring contractor policy	E-mail	Remove
View	2/24/2004 12:14 am	Cathy Customer Rick Castell	Rick Castell	Re: Thank you for choosing Rock Castle !!	E-mail	Remove
View	2/23/2004 11:20 pm	Rick Castell	Rick Castell Cathy Customer	Thank you for choosing Rock Castle !!	E-mail	Remove

F/G. 17

F/G. 18		8	X	E-mail address: messages.ACCT18844.33.148e4cbffb39eddde676@messages.netsuite.com	OK Cancel	
Microsoft Outlook -RE:Flooring conl □ X File Edit View Insert Format Iools Actions Help I≡ Send □ □ □ □ □ □ · *	To antiques4you n me@yahoo.com Cc Subject: RE: Flooring contractor policy	Hi Cathy, Since they are licensed, that is no problem at all. Let me know if you have any more	Sincerely, E-mail Properties Rick Castell	E-mail address: messages.ACCT188		

E-mail	Attach Ref	resh View H	View History			
View	View Date & Time	From	<u>1</u>	Subject	Туре	Files Remove
View	2/24/2004 11:26 am	Rick Castell	Cathy Customer	RE: Flooring contractor policy	E-mail	Remove
View	2/24/2004 1:50 am	Cathy Customer Rick Castell	Rick Castell	Re: Flooring contractor policy	E-mail	Remove
View	2/24/2004 1:05 am	Rick Castell	Cathy Customer	Flooring contractor policy	E-mail	Remove
View	2/24/2004 12:14 am	Cathy Customer Rick Castell	Rick Castell	Re: Thank you for choosing Rock Castle !!	E-mail	Remove
View	2/23/2004 11:20 pm	Rick Castell	Cathy Customer	Thank you for choosing Rock Castle !!	E-mail	Remove

F/G. 19

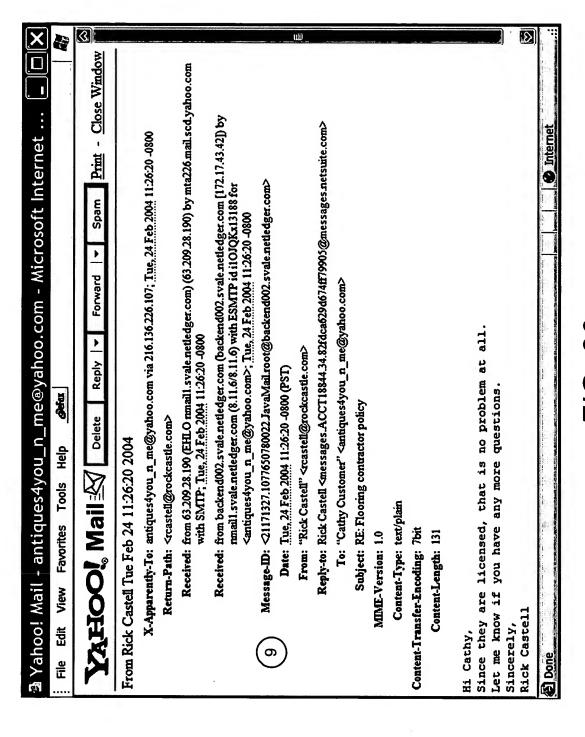


FIG. 20